

# Chief Engineer

Department – Engineering

Reports to – General Manager

Welcome. Now that you're part of our family, let's explain the role you'll play.

## What's the job?

As Chief Engineer you'll manage the engineering/maintenance of your hotel and ensure the safety and comfort of hotel guests and team members. You'll be a master multitasker and be comfortable with any repair needs. Motivating and training your team with the skills to keep our hotels always looking their best.

## Your day-to-day

### People

- Manage daily engineering needs, plan and assign work ensuring you always have the right team in place
- Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues - recognise good performance
- Recommend or initiate any HR related actions where needed
- Ensure a safe and secure environment for guests, team members in compliance with regulatory policies and procedures
- Maintain relations with outside contacts including guests, regulatory agencies, others as needed
- Follow-up outstanding points from the latest IT audit of his/her hotel under the supervision of IT Manager/Leader

### Guest Experience

- Help guests needs to ensure their satisfaction
- Use a maintenance programme to ensure the hotel is maintained and in service for our guests

### Responsible Business

- Maintain and order parts and supplies whilst minimising waste and maintaining "green" initiatives.
- May be responsible for hotel security to minimise risk of theft, crime and other hazards
- Ad-hoc duties – unexpected moments when we have to pull together to get a task done

## Accountabilities

This is the top Maintenance/Engineering job which may include one or more food or beverage outlets, and/or meeting space or catering/convention facilities. May supervise a small maintenance team.

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## What we need from you

- Some college or advanced vocational training
- Four years' experience in general building maintenance and/or construction or equivalent combination of education and experience
- Specialised expertise in plumbing, electrical, mechanical, and carpentry fields
- Level 3 EPA Certification, HVAC and refrigeration certificate, licensed plumber and/or journeyman status for electrician and carpenter may be required
- Hotel experience preferred
- Professional certification and licence if required by law

## How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all hotels.

Each hotel delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests
- True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

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Employee Name (Print)

Employee Signature

Date